8. After three failed login attempts, subscribers receive multiple warning messages prior to lock-out from their device. Is the number of attempts a fixed setting?

No. This setting can be configured by the subscriber, but for security purposes, it's strongly advised that no more than 10 attempts are allowed prior to lock out. For more information, please visit www.blackberry.com.

9. Is BlackBerry Internet Service v2.0 available to BlackBerry Built-In™* customers?

Yes. BlackBerry Internet Service v2.0 is available to all existing and new BlackBerry Built-In customers.

10. Is BlackBerry Internet Service v2.0 available to BlackBerry Connect™* customers?

Yes, provided the customer is a new subscriber and has the correct BlackBerry Connect software version on their device. The chart below provides an overview of all possible outcomes:

New or Existing Customer	BlackBerry Connect Software Version	BlackBerry Internet Service Version
Existing	v1.2 or v2.0	v1.8
New	v1.2 or v2.0	v1.8 (an upgrade to v2.0 may be available at a later date)
New	v2.1 and above	v2.0**

Please refer to the chart below to determine which BlackBerry Connect software version is included on the device:

BlackBerry Connect v1.2	BlackBerry Connect v2.0	BlackBerry Connect v2.1
Nokia 6810	Motorola MPx220	Nokia 9300 smartphone[3]
Nokia 6820	Nokia 9300 smartphone	Nokia 9300i smartphone
Nokia 6822	Nokia 9500 Communicator	Nokia 9500 Communicator[3]
O2 Xda II	O2 Xda IIi	Nokia E60
	O2 Xda IIs	Nokia E61
	Qtek 9090	Nokia E70
	Qtek S100	Sony Ericsson P990
	Sony Ericsson P910	Sony Ericsson M600
	T-Mobile MDA II	T-Mobile MDA Pro
	T-Mobile MDA III	T-Mobile MDA Vario
	T-Mobile MDA Compact	
	VPA III	
	VPA Compact	

Visit www.blackberry.com for more information

* BlackBerry Built-In and BlackBerry Connect features may vary by device and airtime service provider. Please check with your airtime service provider and the device manufacturer for available features.
** Not all devices with BlackBerry Connect can support the maximum number of email accounts possible with BlackBerry Internet Service v2.0 (10 business and/or personal email accounts plus a BlackBerry email address). Please check with your airtime service provider and the device manufacturer for availability.
† Check with airtime service provider for airtime wireless service, availability, roaming arrangements, service plans and supported features.
1 Reconciliation from device to source only. Mail provider, implementation, and protocol-dependant.
2 Storage limits imposed by ISP or mail provider still apply.
3 Please check with your airtime service provider and the device manufacturer for availability.

BlackBerry™

Check with service provider for roaming arrangements, service plans and supported features and services. RIM makes no representation, warranty or guarantee and assumes no liability whatsoever in relation to third-party products and services.

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What's New with BlackBerry Internet Service v2.0?

Frequently Asked Questions (FAQs)

Selling BlackBerry devices just got easier!

BlackBerry™

This document answers the most commonly asked questions about BlackBerry Internet Service™ v2.0. It's designed to help those selling BlackBerry® devices learn what's new, understand the key benefits and anticipate questions – so they can position BlackBerry Internet Service v2.0 with customers in an easy-to-understand way.

1. What are the most important changes coming in BlackBerry Internet Service Email v2.0 and how do they benefit customers?

Version 2.0 of BlackBerry Internet Service introduces various updates in technology and functionality. There are three focal points:

- Easier email set-up
- Improved attachment viewing
- Enhanced email management

1. Email Set-up

Adding email accounts is quick and easy. It can be done directly from the BlackBerry device or by accessing the BlackBerry Internet Service website using a desktop computer. Either way, the process is streamlined and intuitive. Customers enter an email address and BlackBerry Internet Service determines:

- What type of email account they're trying to integrate
- The best way to integrate the account

And now, customers don't need to create a BlackBerry-specific email address to set up their BlackBerry device.

A BlackBerry email address is still available, however, for customers who would like a wireless account. Some customers may use this BlackBerry email address exclusively as their 'on-the-go' address. Others may choose to give it to only a few close contacts, reserve it for urgent messages or use it as a back-up account. And those who can't or don't want to integrate their existing accounts can still have their messages forwarded to this address.

2. Attachment Viewing

Customers can open popular attachment formats (including JPEG, BMP, TIFF, Microsoft Word, Excel and PowerPoint, Corel, WordPerfect and Adobe PDF). And, they can view PowerPoint presentations in an easy-to-use slideshow format.

3. Email Management

Customers can easily add up to 10 business and/or personal email accounts and configure each one individually by assigning unique sent-from addresses, auto-signatures, filters and friendly names and each email account will have a separate inbox on the BlackBerry device.

They can manage all their email accounts directly from their BlackBerry device: their desktop account is updated whenever they send, delete or read a message on their BlackBerry device.[1]

Likewise, customers who opt to use a BlackBerry email address can manage the account directly from the device. Now, there's no webmail interface to deal with online.

And customers have no email storage quotas to manage for email accounts that are integrated with their BlackBerry device.[2] Now, the email address that comes with the device provides thirty-day auto-aging, so the BlackBerry device mailbox never gets full. It's that simple.

2. How does BlackBerry Internet Service Email v2.0 differ from BlackBerry Internet Service Email v1.8?

The chart below provides a quick overview of the major distinctions between v1.8 and v2.0:

	BlackBerry Internet Service Email v1.8	BlackBerry Internet Service Email v2.0
Do you get push email – where no prompting is necessary and messages are delivered automatically to your BlackBerry® device?	Yes	Yes
Can you view attachments?	Yes	Yes, and with BIS 2.0, you also have improved PowerPoint® attachment viewing.
Do you manage your BlackBerry device mailbox by logging on to a website?	Yes	No – you can do it right from your BlackBerry device. There's no need to log on to a website.
Is there an email storage quota?	Yes. There's a size-based quota with user-defined auto-aging.	No. There are no storage quotas to manage.[2] With 30-day auto-aging, the mailbox never gets full.
Will email messages sent to your BlackBerry device also be stored online at the BlackBerry Internet Service website?	Yes	No
Is a BlackBerry email address required?	Yes. Creating a BlackBerry email address is a mandatory part of setting up the BlackBerry device.	No. Customers now have the option to create a BlackBerry email address.
Can customers choose their BlackBerry email address?	No – the BlackBerry email address is based on their BlackBerry User ID. The email address format is: userid@carrier.blackberry.com The user ID cannot be changed.	Yes. Customers who choose to set up a BlackBerry email address can change it. It's independent of their BlackBerry User ID[3]. The email address format is: name@carrier.blackberry.com The 'name' portion of the address can be changed by the customer.
How are third-party accounts accessed?	All third-party mail is downloaded to a central, RIM-hosted email account prior to being delivered to the device.	There is no need for an interim email account (<user>@carrier.blackberry.net) to provide third-party email account access via a BlackBerry device. Instead, the third party account is accessed directly.
Do customers have to choose just one 'sent from' address for messages sent from their BlackBerry device?	Yes	No. Customers can easily add up to 10 business and/or personal email accounts, configure each one individually and use a unique 'sent from' address for each email account and each email account will have a separate inbox on the BlackBerry device.

3. Who are the target customers for BlackBerry Internet Service v2.0?

The features and benefits of BlackBerry Internet Service appeal to small businesses and the "prosumer" or "self chooser for work" – defined as a mobile worker who purchases their own device (rather than receiving one via their employer), and whose combination of work and personal life demands a high level of connectivity. To prosumers, BlackBerry moves beyond pure business connectivity and fulfills personal needs as well.

4. How does BlackBerry Internet Service Email v2.0 improve the out-of-box experience?

BlackBerry Internet Service Email v2.0 is easy to set up right out of the box thanks to the following improvements:

1. Improved email set-up: The email set-up process has been re-structured to improve the subscriber experience. Setting up a third-party email account has been brought forward in the process and creating a BlackBerry device email address is optional.

Now, to set up an account for use with their BlackBerry device, subscribers can simply:

- click the "email set-up" icon
- accept the Terms and Conditions
- create a user ID and password
- enter the email address and password for the account they'd like to add

2. Less information is required for set-up: Subscribers aren't required to create a secret question and answer or define a friendly name (though a friendly name can be configured after the account has been successfully set-up).

5. Which popular email providers are not supported?

None. However, some require a premium subscription.†

6. What is the new mailbox model for the BlackBerry email address in BlackBerry Internet Service Email v2.0?

The BlackBerry email address account has 30-day automatic auto-aging which means the mailbox never gets full.

7. Does the device run out of memory if the user doesn't delete messages from the device?

No. As with BlackBerry Internet Service v1.8, the oldest messages are automatically deleted to make room for new ones.